

Claims:

1-25 (canceled)

26. (Previously presented) A telephone set comprising:
a help key;
a first telephone service key to initiate a first telephone service; and
a logic circuit to detect actuation of the help key and the first telephone service key, and in response thereto, to retrieve help information specific to the first telephone service, wherein the help information comprises a message explaining a function of the first telephone service key.

27. (Previously presented) The telephone set of claim 26 further comprising a second telephone service key to initiate a second telephone service, wherein the logic circuit is to detect an actuation of the help key and the second telephone service key, and in response thereto, to retrieve help information specific to the second telephone service.

28. (Previously presented) The telephone set of claim 26 further comprising a memory having the help information.

29. (Previously presented) The telephone set of claim 26 further comprising an audio output device to audibly present the help information.

30. (Previously presented) The telephone set of claim 26 further comprising a plurality of telephone dialing keys including ten digit keys, a pound key, and an asterisk key.

31. (Previously presented) The telephone set of claim 26 further comprising a display device to visibly present the help information.

32. (Previously presented) The telephone set of claim 26 being operative to access a telephone server having help information specific to the first telephone service.

33. (Previously presented) The telephone set of claim 32 further comprising a second telephone service key to initiate a second telephone service, wherein a second telephone service code is transmitted within a telephone call in response to an actuation of the second telephone service key, and wherein the telephone server is responsive to receiving the second telephone service code to provide help information specific to the second telephone service within the telephone call.

34. (Previously presented) The telephone set of claim 26 wherein the help key comprises an interactive voice response unit.

35. (Previously presented) A method comprising:
providing a telephone set comprising a first telephone service key to initiate a first telephone service;
detecting actuation of a help function of the first telephone service key;
and
retrieving help information specific to the first telephone service based on actuation of the help function, wherein the help information comprises a message explaining a function of the first telephone service key.

36. (Previously presented) The method of claim 35 wherein the telephone set further comprises a second telephone service key to initiate a second telephone service, the method further comprising:

detecting actuation of the help function and the second telephone service key; and

retrieving help information specific to the second telephone service based on actuation of the help function.

37. (Previously presented) The method of claim 35 further comprising:
audibly presenting the help information.

38. (Previously presented) The method of claim 35 further comprising:
visibly presenting the help information.

39. (Previously presented) The method of claim 35 further including a
help key to actuate the help function.

40. (Previously presented) The method of claim 35 further including an
interactive voice response unit to actuate the help function

41. (Previously presented) The method of claim 35 further comprising:
placing a telephone call to a telephone server in response to an
actuation of the help function;
communicating, within the telephone call to the telephone server, a first
telephone service code in response to an actuation of the first telephone service
key; and
receiving, at the telephone server, the first telephone service code
within the telephone call, and in response thereto, providing help information specific
to the first telephone service within the telephone call.

42. (Previously presented) The method of claim 41 wherein the
telephone set further comprises a second telephone service key to initiate a second
telephone service, the method further comprising:
communicating, within the telephone call to the telephone server, a
second telephone service code in response to an actuation of the second telephone
service key; and
receiving, at the telephone server, the second telephone service code
within the telephone call, and in response thereto, providing help information specific
to the second telephone service within the telephone call.

43. (Previously presented) A computer-readable medium whose contents cause a telephone set, comprising a help key and a first telephone service key to initiate a first telephone service, to detect actuation of the help key and the first telephone service key, and to retrieve help information specific to the first telephone service based thereon, wherein the help information comprises a message explaining a function of the first telephone service key.

44. (Previously presented) The computer readable medium of claim 43 wherein the telephone set further comprises a second telephone service key to initiate a second telephone service, and wherein the contents further cause the telephone set to detect actuation of the help key and the second telephone service key, and to retrieve help information specific to the second telephone service based thereon.

45. (Previously presented) The computer readable medium of claim 43 wherein the contents further cause the telephone set to audibly present the help information.

46. (Previously presented) The computer readable medium of claim 43 wherein the contents further cause the telephone set to visibly present the help information.

47. (Previously presented) The telephone set of claim 43 wherein the help key comprises an interactive voice response unit.